CLAIMS

We Claim:

1. A method for monitoring electronic commerce transactions, said method comprising the computer-implemented steps of:

determining network transport latency;

determining application test latency; and

indicating said network transport latency and said application test latency on a display.

2. A method for monitoring electronic commerce transactions as recited in Claim 1 further comprising:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

3. A method for monitoring electronic commerce transactions as recited in Claim 1 further comprising:

determining percentage deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

determining percentage deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

4. A method for monitoring electronic commerce transactions as recited in Claim 2 wherein said method further includes:

calculating a network transport latency unloaded baseline, said network transport latency unloaded baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said network transport latency unloaded baseline.

5. A method for monitoring electronic commerce transactions as recited in Claim 4 wherein a single graph is displayed that indicates said network transport latency, said network transport latency baseline and said network transport latency unloaded baseline.

6. A method for monitoring electronic commerce transactions as recited in Claim 2 wherein said method further includes:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency unloaded baseline.

7. A method for monitoring electronic commerce transactions as recited in Claim 6 wherein a single graph is displayed that indicates said application test latency, said application test latency baseline and said application test latency unloaded baseline.

8. A method for monitoring electronic commerce transactions as recited in Claim 2 wherein application component latency is determined for each of a plurality of application components and wherein said application component latency for each of said plurality of application components can be displayed.

9. A method for monitoring electronic commerce transactions as recited in Claim 8 wherein an application component latency baseline is determined for each application component and wherein said application component latency baseline can be displayed.

10. A method for monitoring electronic commerce transactions as recited in Claim 9 wherein an application component latency unloaded

baseline is determined for each of said plurality of application components and wherein said application component latency unloaded baseline for each of said plurality of application components can be displayed.

11. A method for monitoring electronic commerce transactions as recited in Claim 10 wherein a graph can be generated for each application component that includes said application component latency, said application component latency baseline and said application component latency unloaded baseline.

12. A method for monitoring electronic commerce transactions as recited in Claim 11 wherein said application components include a login component, an order component, a configure component and a help component.

13. A computer system comprising:

a bus;

a processor coupled to said bus; and

a memory unit coupled to said bus, said processor for executing a method for monitoring electronic commerce transactions, said method comprising the steps of:

determining network transport latency;

determining application test latency; and

indicating said network transport latency and said application test latency on a display.

14. A computer system as recited in Claim 13 wherein said method for monitoring electronic commerce transactions further comprises:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

15. A computer system as recited in Claim 13 wherein said method for monitoring electronic commerce transactions further comprises:

determining deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

determining deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of

said network transport latency and displaying said determined deviation of said application test latency.

16. A computer system as recited in Claim 14 wherein said method for monitoring electronic commerce transactions further comprises:

calculating a network transport latency unloaded baseline , said network transport latency unloaded baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said network transport latency, said network transport latency baseline and said network transport latency unloaded baseline on the same graph.

17. A computer system as recited in Claim 14 wherein said method for monitoring electronic commerce transactions further comprises:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency, said application test latency baseline and said application test latency unloaded baseline on the same graph.

18. A computer system as recited in Claim 13 wherein application component latency is determined for each of a plurality of application

components and wherein said application component latency for each of said plurality of application components can be displayed.

19. A computer system as recited in Claim 18 wherein an application component latency baseline and an application component latency unloaded baseline are determined for each of a plurality of application components and wherein a graph can be generated for each of said plurality of application components that includes said application component latency, said application component latency baseline and said application component latency unloaded baseline.

20. A computer-usable medium having computer-readable program code embodied therein for causing a computer system to perform a method for monitoring electronic commerce transactions, said method comprising:

determining network transport latency;

determining application test latency; and

indicating said network transport latency and said application test latency on a display.

21. A computer-usable medium as recited in Claim 20 wherein said method for monitoring electronic commerce transactions further comprises:

determining a network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determining an application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

22. A computer-usable medium as recited in Claim 20 wherein said method for monitoring electronic commerce transactions further comprises:

determining deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

determining deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

23. A computer-usable medium as recited in Claim 21 wherein said method for monitoring electronic commerce transactions further comprises:

calculating a network transport latency unloaded baseline, said network transport latency unloaded baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said network transport latency, said network transport latency baseline and said network transport latency unloaded baseline on the same graph.

24. A computer-usable medium as recited in Claim 21 wherein said method for monitoring electronic commerce transactions further comprises:

calculating an application test latency unloaded baseline, said application test latency unloaded baseline indicating the lowest calculated application test latency during a given time period; and

displaying said application test latency, said application test latency baseline and said application test latency unloaded baseline on the same graph.

25. A computer-usable medium as recited in Claim 24 wherein application component latency is determined for each of a plurality of application components are determined and wherein said application component latency for each of said plurality of application components can be displayed.

26. A computer-usable medium as recited in Claim 25 wherein an application component latency baseline and an application component latency unloaded baseline are determined for each of a plurality of application components and wherein a graph can be generated for each of said plurality of application components that includes said application component latency, said application component latency baseline and said application component latency unloaded baseline.